

# **VIRGINIA Relay Service**

## **February, 2004**

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### **Commendations**

**TTY February 3, 2004**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**TTY February 4, 2004**

The customer commended the CA for his/her intonation.

**Category:** CA/OPR Related

**TTY February 6, 2004**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY February 11, 2004**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**TTY February 13, 2004**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**Voice February 17, 2004**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**Voice February 18, 2004**

The customer commended the CA for being polite.

**Category:** CA/OPR Related

**TTY February 18, 2004**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**Voice February 22, 2004**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY February 26, 2004**

The customer commended the CA for being helpful.

**Category:** CA/OPR Related

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## Complaints

### **Voice February 8, 2004**

The customer complained that the CAs will not place her call using Verizon as her Carrier of Choice.

**Category:** Other (Misc)

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and set up a profile indicating Verizon as her Carrier of Choice.

**Contact Closed:** February 8, 2004

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## Inquiries/Comments

### **Voice February 4, 2004**

The customer wanted to set up a Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Set up a Relay Choice Profile for the customer's preferred carrier of choice.

**Contact Closed:** February 4, 2004

### **TTY February 5, 2004**

The customer wanted to set up a Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Entered the profile, and advised the customer it had been done.

**Contact Closed:** February 6, 2004

### **Voice February 9, 2004**

The caller requested a relay demonstration for her employees.

**Category:** Outreach/Marketing

**Escalation:** Received by the Relay Customer Service Line and handled by the Account Manager.

**Resolution:** Referred to Account Management. Pending.

**Contact Closed:**

### **Voice February 10, 2004**

The customer wanted to set up a Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Entered the profile, and advised the customer it had been done.

**Contact Closed:** February 11, 2004

### **TTY February 10, 2004**

The customer wanted to set up a Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Entered the profile, and advised the customer it had been done.

**Contact Closed:** February 10, 2004

**Voice February 12, 2004**

The caller requested information regarding a relay call that a student received.

**Category:** General Information

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Explained that relay calls are confidential.

**Contact Closed:** February 12, 2004

**Voice February 12, 2004**

The caller requested the phone numbers for AT&T's Accessible Needs Center.

**Category:** General Information

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Provided the voice and TTY numbers to reach Accessible Needs.

**Contact Closed:** February 13, 2004

**Voice February 14, 2004**

The caller is receiving relay calls from someone he doesn't wish to have contact with.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Contacted customer, and he stated that the situation has been taken care of.

**Contact Closed:** February 19, 2004

**TTY February 16, 2004**

The caller asked if AT&T has a VCO phone.

**Category:** TTY Distrib/Purchase

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Referred the caller to Lucent Technologies for information on AT&T's VCO phone.

**Contact Closed:** February 16, 2004

**Voice February 17, 2004**

The caller asked where or how to obtain a TDD/TTY.

**Category:** TTY Distrib/Purchase

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained relay and VCO. Provided the toll-free number for the Virginia Department for the Deaf and Hard of Hearing for information on TTYs.

**Contact Closed:** February 17, 2004

**Voice February 17, 2004**

The caller had received an obscene message on the school's answering machine and asked why the CA had voiced such information.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained that CAs must relay all messages verbatim.

**Contact Closed:** February 17, 2004

**Voice February 18, 2004**

The caller asked if AT&T Relay Service has a phone with a loud ringer.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Provided the toll-free numbers to the Virginia Department for the Deaf and Hard of Hearing and other product distributors.

**Contact Closed:** February 18, 2004

**Voice February 20, 2004**

The caller requested a toll restriction be placed on the line.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Implemented the toll restriction requested.

**Contact Closed:** February 23, 2004

**Voice February 20, 2004**

The caller requested information on a specific AT&T telephone.

**Category:** General Information

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Referred the caller to Lucent Technologies for assistance.

**Contact Closed:** February 23, 2004

**Voice February 20, 2004**

The caller does not want any relay calls placed to her number.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Implemented the block as requested.

**Contact Closed:** February 23, 2004

**Voice February 21, 2004**

The customer wanted to set up a Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Entered the profile per customer's request.

**Contact Closed:** February 21, 2004

**Voice February 23, 2004**

The caller requested assistance with her long distance bill.

**Category:** Billing/Rate

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Referred the caller to Residential Billing for assistance.

**Contact Closed:** February 23, 2004

**Voice February 25, 2004**

The caller asked if his mother had been approved for free Directory Assistance calls.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Referred the caller to Accessible Needs for assistance.

**Contact Closed:** February 25, 2004

**Voice February 26, 2004**

The caller requested information on procedures for placing and receiving 2-line VCO calls.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained 2-line and reverse 2-line VCO calling.

**Contact Closed:** February 26, 2004

**Voice February 27, 2004**

The caller inquired about the possibility of tracing a relay call she received.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained that relay call information is confidential, and transcripts of the call are not retained.

**Contact Closed:** February 29, 2004

**Voice February 27, 2004**

The caller requested information on the relay service.

**Category:** Explain Relay

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** March 1, 2004